



Division of Engineering, Computer Programming & Technology
Department of Computer Information Technology
West Campus Building 9, Room 140
Phone: 407-582-1904

Spring 2017

Course Title: CTS 1131C Computer Maintenance Essential

Catalog Course Description: Provides detailed information on computer hardware, operating systems and networks. Students learn to install, configure, upgrade and replace computer system components; troubleshoot and upgrade hardware and peripherals; install, administer, troubleshoot and secure Windows and Linux operating systems; implement and secure a small network. At the end of this course students are prepared to take the CompTIA A+ certification examinations. (Special Fee: \$70.00)

Class Time and Location: Online

Course Outcomes:

On course completion, students will be able to:

- Computer hardware including desktops, laptops, portable devices
- Troubleshooting, repair and maintenance
- Operating Systems and Software
- Computer Networking
- Securing computer systems
- Operational procedures

Textbook: *A+ Guide For IT Technical Support, 9th Edition, Jean Andrews*
ISBN-10: 1-305-26643-9 ISBN-13: 978-1-305-26643-8

LabConnection Access Card: *T/A A+ Guide For IT Technical Support, 9th Edition, Jean Andrews* ISBN-10: 1-305-26747-8 ISBN-13: 978-1-305-26747-3

Professor's Information:

Name: Benjamin J. Taylor
Office: N/A
Phone: 407-708-2249
Email: btaylor57@valenciacollege.edu
Office Hours: As needed

DISCLAIMER: Any changes in the policy and/or schedule of this syllabus may be made at any time during the semester at the discretion of the instructor.

ASSESSMENT METHODS AND EVALUATION:

Weekly Quizzes will be given through the Course Blackboard Site.

Tests, quizzes, article reviews and lab work will be based on material from class content, the Lab Connection materials, and the research. The importance of studying cannot be stressed enough. You cannot understand the topics presented without careful and timely study. Therefore, assignments and activities must be completed on time. Late assignments will not be accepted except under extraordinary circumstances.

One thing to remember about course content is don't get behind. If you are having difficulty, **by all means please contact me**. The best way to contact me is via email in the BlackBoard course homepage or if you are having access problems in Blackboard at btaylor57@valenciacollege.edu. My greatest desire is that all of you succeed in this class.

Grading Policy:

Final grades are determined by a weighted average of midterm and final examinations, quizzes, laboratory assignments, project presentation, class participation, and attendance. Your final grade in the course will be based on the following

Weekly Quizzes	25%
Weekly Discussions (Course Participation)	10%
Lab Journal	20%
Article Reviews	10%
Final Exam	35%

¹ **No make-up** quizzes will be given.

² **Final Exam** will be **comprehensive**

*Changes may be made to Course outline and Grading Policy at the instructor discretion

Exams must be passed during the semester the course is being taken.

After your numerical grade has been calculated, your letter grade will be determined as follows:

A	90–100% of the total percentage points possible
B	80–89% of the total percentage points possible
C	70–79% of the total percentage points possible
D	60–69% of the total percentage points possible
F	less than 60% of the total percentage points possible

Make-up work (assignments, quizzes, exams) will be allowed in cases of documented student emergencies. For student emergencies, it is the student's responsibility to contact the instructor and provide documentation within one week unless special arrangements have been made previously.

Academic Honesty

Exams and homework are considered individual effort and any submissions that are too similar for coincidence will receive no credit.

Student Conduct, Responsibility and General Policies

By enrolling at Valencia Community College, a student assumes the responsibility for becoming familiar with and abiding by all Valencia rules of conduct, responsibility and General Policies. This information can be found in the Student Code of Conduct in the current Valencia Student Handbook or at the following link: www.valenciacollege.edu/generalcounsel/policies.cfm.

Standards of Work

It is expected that students will submit work that is professional in nature. Written assignments that use popular Instant Messaging or Texting shorthand or do not use proper capitalization of sentences and pronouns will not be accepted for grading. You will receive an e-mail if work needs to be corrected and resubmitted.

This is an example of unacceptable work:

“u r supposed to turn off the computer before you connect a keyboard bcz i dont want to fry the mobo”

FINAL EXAM POLICY

Students who pass the certification exam designated for this course before the Final exam date and time are excused from taking the Final Exam. They must, however, present evidence of passing the certification exam at the Final Exam date and time. For all other students, the Final Exam is required if they wish to pursue the additional 100 exam points for their final grade. Students not passing the certification exam AND not taking the Final Exam will lose the 100 Final Exam points.

CLASSROOM POLICIES ATTENDANCE: Classroom attendance is vital to academic success. For this course your attendance is determined by accessing the course site on a regular basis (at least 3 times a week) and completely the weekly discussions. Students who do not maintain regular attendance will be withdrawn by the professor, unless other arrangements have been made with the professor. Missing the equivalent of more than two weeks of classes for any reason, other than absences excused in accordance with Valencia's policies, is excessive and a basis for withdrawal.

NO-SHOW PROCEDURE

Any student who does not attend class prior to the start of the no-show period for each part of term will be withdrawn by the instructor as a no-show. This will count as an attempt in the class, and students will be liable for tuition. If your plans have changed and you will not be attending this class, please withdraw yourself through your Atlas account during the drop period for this part of term.

WITHDRAWAL Per Valencia Policy 4-07 (Academic Progress, Course Attendance and Grades, and Withdrawals), a student who withdraws from class before the established deadline for a particular term will receive a grade of “W”. A student is not permitted to withdraw after the withdrawal deadline. A faculty member MAY withdraw a student up to the beginning of the final exam period for violation of the class attendance policy. A student who is withdrawn by faculty for violation of the class attendance policy will receive a grade of “W”. Any student who withdraws or is withdrawn from a class during a third or subsequent attempt in the same course will be assigned a grade of “F”. For a complete policy and procedure overview on Valencia Policy 4-07 please go to:

<http://valenciacollege.edu/generalcounsel/policy/documents/Volume4/4-07-Academic-Progress-Course-Attendance-and-Grades-and-Withdrawals.pdf>

MAKE-UP POLICY: Make – up quizzes or tests will be considered on a case-by-case basis.

ACADEMIC HONESTY: Each student is required to follow Valencia policy regarding academic honesty. All work submitted by students is expected to be the result of the student's individual thoughts, research, and self-expression unless the assignment specifically states “group project.” Any act of academic dishonesty will be handled in accordance with Valencia policy as set forth in the Student Handbook and Catalog.

COLLEGE POLICIES: A full description of all College policies can be found in the College Catalog at <http://www.valenciacollege.edu/catalog/>; Policy Manual at <http://valenciacollege.edu/generalcounsel/policy/>; and the Student Handbook at <http://valenciacollege.edu/studentdev/campusinformationservices/>.

STUDENT ASSISTANCE PROGRAM: Valencia College is interested in making sure all our students have a rewarding and successful college experience. To that purpose, Valencia students can get immediate help with issues dealing with stress, anxiety, depression, adjustment difficulties, substance abuse, time management as well as relationship problems dealing with school, home or work. BayCare Behavioral Health Student Assistance Program (SAP) services are free to all Valencia students and available 24 hours a day by calling (800) 878-5470. Free face-to-face counseling is also available.

Students with disabilities who qualify for academic accommodations must provide a letter from the Office for Students with Disabilities (OSD) and discuss specific needs with the professor, preferably during the first two weeks of class. The Office for Students with Disabilities determines accommodations based on appropriate documentation of disabilities (West Campus SSB 102, ext. 1523).

Important Dates

DISCLAIMER: Changes may be made at the discretion of the instructor.

<http://valenciacollege.edu/calendar/>

Monday, January 9	Classes Begin
Monday January 16	ML King Day - College Closed
Tuesday, January 17	Drop/Refund Deadline
Friday, January 20	Graduation Application Deadline
Friday, February 10	Learning Day
March 13 – 19	Spring Break – College Closed
Friday, March 31	Withdrawal Deadline to Receive Grade "W"

Tentative Course Outline for Computer Maintenance Essential

Week	Material to be covered
1/9	Course Orientation Introduction to Course Student Introductions
1/16	<i>ML King Day – College Closed Monday</i> Chapter 1: First Look at Computer Parts and Tools Lab Connection – Chapter 1, Labs 1 and 2 Chapter 2: Working Inside Desktop Computers and Laptops Lab Connection – Chapter 2, Labs 1 and 2
1/23	Chapter 1 and Chapter 2 Quizzes (Due Tuesday 11:55pm) Chapter 3: All About Motherboards Lab Connection – Chapter 3, Labs 1 and 2
1/30	Chapter 3 Quiz (Due Tuesday 11:55pm) Chapter 4: Supporting Processors and Upgrading Memory Lab Connection – Chapter 4, Labs 1 - 3 Chapter 5: Supporting the Power System and Troubleshooting Computers Lab Connection – Chapter 5, Labs 1 and 2
2/6	Chapter 4 and Chapter 5 Quizzes (Due Tuesday 11:55pm) Chapter 6: Supporting Hard Drives and Other Storage Devices Lab Connection – Chapter 6, Labs 1 – 3 Chapter 7: Survey of Windows Features and Support Tools Lab Connection – Chapter 7, Labs 1 – 5
2/13	Chapter 6 and Chapter 7 Quizzes (Due Tuesday 11:55pm) Chapter 8: Installing Windows Lab Connection – Chapter 8, Labs 1 – 3 Chapter 9: Supporting I/O Devices Lab Connection – Chapter 9, Labs 1 – 3
2/20	Chapter 8 and Chapter 9 Quizzes (Due Tuesday 11:55pm) Article Review #1 and Lab Journal #1 (Due Sunday 10/16) Chapter 10: Maintaining Windows Lab Connection – Chapter 10, Labs 1 – 3 Chapter 11: Optimizing Windows Lab Connection – Chapter 11, Labs 1 and 2
2/27	Chapter 10 and Chapter 11 Quizzes (Due Tuesday 11:55pm) Chapter 12: Supporting Customers and Troubleshooting Windows Lab Connection – Chapter 12, Labs 1 – 5
3/6	Chapter 12 Quiz (Due Tuesday 11:55pm) Article Review #1 and Lab Journal #1 (Chapters 1 – 11) Due on or before 3/12 Chapter 13: Troubleshooting Windows Startup Lab Connection – Chapter 13, Labs 1 and 2 Chapter 14: Connecting to and Setting Up a Network Lab Connection – Chapter 14, Labs 1 and 2
3/13	<i>Spring Break Week – College Closed Monday - Sunday</i>
3/20	Chapter 13 and Chapter 14 Quizzes (Due Tuesday 11:55pm) Chapter 15: Supporting Network Hardware Lab Connection – Chapter 15, Labs 1 – 3 Chapter 16: Supporting Mobile Operating Systems Lab Connection – Chapter 16, Labs 1 and 2
3/27	Chapter 15 and Chapter 16 Quizzes (Due Tuesday 11:55pm) Chapter 17: Windows Resources on a Network Lab Connection – Chapter 17, Labs 1 and 2
4/3	Chapter 17 Quiz (Due Tuesday 11:55pm) Chapter 18: Security Strategies Lab Connection – Chapter 18, Labs 1 – 3 Chapter 19: Supporting Printers and Customizing a System Lab Connection – Chapter 19, Labs 1 and 2
4/10	Chapter 18 and Chapter 19 Quizzes (Due Tuesday 11:55pm) Chapter 20: Virtualization, Linux, and Mac OS X Lab Connection – Chapter 20, Labs 1 – 3
4/17	Chapter 20 Quiz (Due Tuesday 11:55pm) Course Review Article Review #2 and Lab Journal #2 (Chapters 12 - 20) Due on or before 4/24
4/24	Final Exam (Available 4/24 – 4/30)

Rules and Comments

- All Assignments (Homework, Pre-labs, and Lab reports) must be submitted through Blackboard before midnight on the due date.
- More than three absences (two weeks online) could result in grade **F** or Withdrawal from the class.
- Final exam is comprehensive. **Failing to take the final exam could result in grade F.**
- It is the student's responsibility to withdraw from the course.
- You must satisfactorily complete all the course requirements in order to receive a passing grade.
- **Disruptive Behavior:** Any student engaging in disruptive behavior will be advised on the first offense and will be **dropped** from the course on the second offense.
- No surfing the net, checking e-mail, or chat room is permitted during the class/lab periods. The instructor has the right to dismiss the student from the class or course.
- Cheating is prohibited. Any student caught cheating, the instructor has the right to withdraw the student from the class and recommend expulsion from the program.
- Computer use is remotely monitored; any student using computers inappropriately may be subject to dismissal from class or banishment from the lab. Subsequent offense may be sent to the campus administration for further disciplinary action.
- Students with disabilities who qualify for academic accommodations must provide a letter from the Office for Students with Disabilities (OSD) and discuss specific needs with the professor, preferably during the first two weeks of class. The Office for Students with Disabilities determines accommodations based on appropriate documentation of disabilities (West Campus SSB 102, ext. 1523).

Online Student Assessment of Instruction

As part of our continuing goal to provide the best possible instruction for Valencia Community College students, the student evaluation of instructor form is now available online.

On a completely anonymous basis, all students are invited to complete this online form. To do so, go into Atlas, click on My Courses then click on the box at the right that says 'Assessment Survey'. You will be able to submit one assessment form per class. After that, the form will no longer be available to you.

Please set aside some time toward the end of the semester to complete the assessment. By doing so, you will assist the instructor in assessing the effectiveness of his/her teaching methods and techniques. Thank you for your feedback.

Graduation

The following are some steps that you should follow:

1. The application to graduate can be accessed online through your Atlas account.
2. Make sure that you have met all the graduation requirements.
3. Before the start of your final semester, ask your advisor to know how many courses you have left to complete your degree requirements.

Additional information about the Engineering, Computer Programming and Technology Division can be found at: <http://valenciacollege.edu/west/engineering/>